

Shipping and Picking Up Your POV

What You Need To Know About Claims

Prior to shipping your **POV** you will receive counseling on transportation entitlements, customs restrictions and agricultural inspections. This article will focus on claims and some measures you might want to consider in preparing for your POV shipment. In general, Claims Service policies are much more restrictive as to what is reasonable and useful to ship in a POV, the maximum allowables for categories of property, and the requirements for immediate notification in the event of loss or damage. Bearing these factors in mind, you may decide to have some auto accessories shipped in your household goods, or to have private insurance in effect for the shipment.

What You May Leave in Your POV

- * Normal vehicle accessories such as jacks, tire irons, tire chains, fire extinguishers, tire inflators, first aid kits, jumper cables, warning triangle/trouble lights, and basic hand tools provided by the auto manufacturer.

- * Personal tools and a tool box, provided they are suitable for emergency road repair. This would not include power tools.

- * One spare tire and two snow tires with wheels (either mounted or unmounted).

- * Cribs and children's seats, whether permanent or removable, used for the movement of children to or from the port.

- * Comfort and convenience items for motor trips to and from the port, such as luggage racks, thermos bottles, bottle warmers, car cushions, and a blanket.

- * Audio equipment provided it is permanently bolted to the vehicle.

Maximum Allowables Apply to the POV and the Property in the POV

*\$20,000 for loss or damage

- * \$750 for all audio equipment. This is a very restrictive limitation. It includes AM/FM radio cassette player, CD player, speakers, amplifier, antenna, telephone, theft alarm systems and all accessory wiring.

- * \$200 for tools and tool box.

- * Customization and beautification accessories may not be awarded full replacement value. You may want to remove very expensive accessory equipment and ship the items in your household goods, which would provide a more secure environment.

Claims Not Payable

- * Radar detectors are deemed to be not reasonable or useful.

- * VCRs and televisions, unless factory installed, are not authorized for shipment in POVs by the Military Traffic Management Command.

* CB radios create frequency interference in host nation countries and are prohibited by local law and not authorized for shipment in POVs by the Military Traffic Management Command.

* Audio equipment mounted on a slide for portable use does not satisfy Claims Service policy requiring that the components be permanently mounted to the POV.

* Cellular telephones, compact discs (CDs) and audio cassettes are easily stolen: leaving such items in a POV during shipment poses an unreasonable risk of theft.

* Flammable or hazardous substance material to include flares, waxes, solvents, oils, and polishes are prohibited.

* Any household goods items or camping equipment are not payable.

PICKING UP YOUR POV

What You Need to Know About Claims

Upon arriving at the Vehicle Processing Center (VPC) the contractor's agent will meet you. You and the contractor's agent will jointly inspect your POV to note any loss or damage during shipment. Be careful and be thorough. Any loss or damage not noted during the joint inspection will require written notification and explanation to the contractor why the damages were not noted at delivery. In addition, you claim for those unlisted items could be denied. Claims Service policy provides that obvious external damage that is not listed is not payable.

Your responsibilities at the VPC are:

- **Carefully and completely** list any loss and all damages to your vehicle on your vehicle shipping document, DD Form 788, in item #13, column 1. The contractor's agent will record his agreement or disagreement in item #13, column 2.
- **Do not** rely on the contractor's agent that shipped your vehicle to list loss or damage for you. Make sure you have listed all losses, damages, or destruction to your vehicle before you leave the VPC.
- **Verify** you mileage on your odometer. Understand that someone will drive your POV on and off the vessel; however, not any unusual mileage increase and report it to the Contracting Officer's Representative (COR)(a Government employee).
- **Carefully** inventory items that were shipped in the POV, such as jumper cables, first aid kit, warning triangle, baby car seat, tools, jack, tire iron, and small convenience items.
- **Ensure** stereo components, telephones, antennas and other audio equipment mounted to the POV are still there.
- **Check** the interior of your POV for any transit damage.
- **Check** your tires to ensure they were not damaged by improper tie down.
- **When** you sign item #15 on the DD Form 788, you acknowledge that this is the true condition of the POV when you received it.

If you feel the contractor's agent has interfered, or somehow frustrated your ability to enter exceptions on the DD Form 788, then immediately report the matter to the COR at the VPC. DO NOT DEPART FROM THE VPC. The COR is a Government employee who manages the VPC, then the COR cannot resolve your problem with the agent and reporting it to the claims office is too late.

If you discover damage after you leave the VPC, YOU MUST IMMEDIATELY NOTIFY THE CLAIMS OFFICE AND COMPANY THAT SHIPPED YOUR VEHICLE IN WRITING! Be sure to describe in detail the damage discovered and why it was not discovered at the final inspection at the pickup point. Failure to do this may result in no payment for this damage.

Follow these rules and it will facilitate our ability to process your claim.

If you have any questions pertaining to claim policies, please contact claims personnel at the Northern Law Center, Bldg 318 on SHAPE, or call DSN 423-4061